



**DIVISION FOR WORKFORCE SERVICES
RAPID RESPONSE
EMPLOYER SATISFACTION SURVEY RESULTS
STATEWIDE
January 1, 2004 - August 4, 2004**

Employer Satisfaction Survey System

Statewide

January 1,2004 -August 4, 2004

Rapid Response is an early intervention service offered to businesses and workers affected by layoff and/or plant closings, and the Division for Workforce Services Rapid Response Team coordinates the services. Rapid Response services are offered at no cost to the business or the participating employees. The Rapid Response team works with companies and employees during layoffs to provide information on dislocated worker services, job search, unemployment insurance benefits, training programs and other local, state and federal services.

Narrative Summary:

Below are responses from the Rapid Response Employer Customer Satisfaction Surveys, which were disseminated to employers seeking onsite Rapid Response events.

Survey Question #	Question	Total Responses	(1) Very timely	(2) Moderately timely	(3) Somewhat timely	(4) Not at all timely	(5) Don't know
1	How timely were we in providing services?	20	20	0	0	0	0
Percentages			100%	0%	0%	0%	0%

Survey Question #	Question	Total Responses	(1) Not at all clearly	(2) Somewhat clearly	(3) Moderately clearly	(4) Extremely clearly	(5) Not Applicable
2	During the initial meeting with you, how clearly did we explain the format for the employee meetings?	20	0	0	2	18	0
Percentages			0%	0%	10%	90%	0%

Survey Question #	Question	Total Responses	(1) Extremely effective	(2) Moderately effective	(3) Somewhat effective	(4) Not at all effective	
3	How effective were we in accommodating our activities to your needs?	20	20	0	0	0	
Percentages			100%	0%	0%	0%	

Survey Question #	Question	Total Responses	(1) Extremely effective	(2) Moderately effective	(3) Somewhat effective	(4) Not at all effective	
4	How effective were we in easing the transition of staff during the layoff?	16	12	4	0	0	
Percentages			75%	25%	0%	0%	

Survey Question #	Question	Total Responses	(1) None of the Concerns	(2) Some of the concerns	(3) Many of the concerns	(4) All of the concerns	(5) Not Applicable
5	Do you feel we addressed employee concerns during the period between the layoff announcement and the actual layoff?	20	0	0	12	7	1
Percentages			0%	0%	60%	35%	5%

Question #6: Using the scale below, what is your overall satisfaction with the services provided to you during the layoff process?											
Scale:	1 Very dissatisfied	2	3	4	5	6	7	8	9	10 Very satisfied	Didn't receive any service
Total Responses:	0	0	0	0	0	0	0	0	5	15	0
20											
Percentages:	0%	0%	0%	0%	0%	0%	0%	0%	25%	75%	0%

Question #7: Considering all of the expectations you may have about these services, to what extent have they met your expectations?											
Scale:	1 Falls short of expectations	2	3	4	5	6	7	8	9	10 Exceeds expectations	Didn't receive any service
Total Responses:	0	0	0	0	0	0	0	1	6	13	0
20											
Percentages:	0%	0%	0%	0%	0%	0%	0%	5%	30%	65%	0%

Question #8: Now think of the ideal service for employers in your circumstances. How well do you think the services provided compare with ideal services?											
Scale:	1 Not very close to the ideal	2	3	4	5	6	7	8	9	10 Very close to the ideal	Didn't receive any service
Total Responses:	0	0	0	0	0	0	2	2	5	11	0
20											
Percentages:	0%	0%	0%	0%	0%	0%	10%	10%	25%	55%	0%

Question #9: Would you recommend these services, whether or not they were required, to other employers that might one day have similar needs?											
Scale:	1 Definitely no	2	3	4	5	6	7	8	9	10 Definitely yes	Didn't receive any service
Total Responses:	0	0	0	0	0	0	0	0	3	17	0
20											
Percentages:	0%	0%	0%	0%	0%	0%	0%	0%	15%	85%	0%

Received comments and/or suggestions for improving our services:											
Very organized & professional. Very quick to respond & Guide me through the process.											
Appreciate the professionalism of all involved. Great Job!											
Very important to our company and employees. Thank you!											
Thank you the meeting was well planned and very informative											
We appreciate the rapid response coordinators efforts in arranging offsite rapid response employee meetings.											
We would like to thank the rapid response coordinator for all the help. They did a great job.											
Power point presentation of the process for filing internet claim to put people at ease. Show them how easy it is.											
The Rapid Response representatives and staff have been great to work with. They have been extremely helpful and answered all of our questions.											
Great service for our employees. It answered numerous questions which our associates had											
I know these survey results may seem exaggerated but they are not. This team exceeded our expectations in every area. Our employees were well served.											